

## Referral Specialist (Full-time)

*Location: Anderson*

### Why Join CIO?

Central Indiana Orthopedics has been proud to serve central Indiana for over 70 years. With offices in Muncie, Anderson, Marion and Fishers, CIO strives to be a trusted and preferred provider of orthopedic healthcare services for the communities we serve. Providing excellent orthopedic care while treating all people with dignity and respect is the core of who we are and what we do on a daily basis.

Employees enjoy a team environment with a focus on balancing their commitment to work life and home life. Additionally, eligible employees have access to excellent benefits which include:

- Consistent work schedules with no nights, weekends or major holidays
- Accrued paid time off
- Health, Dental and Vision insurance plans
- Company-provided life and long-term disability insurance
- A robust 401k retirement and profit sharing plan

### What You Will Do?

The Referral Specialist serves as a liaison with referring physician offices. Individuals in this role will have excellent communication skills and be responsible for making and scheduling patient appointments from referring physician offices in an efficient and timely manner. This position serves as the main point of contact for questions from referring offices as well as providing guidance to patients and/or referring physician's offices. Additionally, the individual in this role will go on referral visits to physician offices and hospitals as well as represent the practice at special events and public forums.

- Answers calls from referring physician offices and coordinates and schedules patient appointments with an emphasis on efficiency and accuracy, using established scheduling standards including team scheduling.
- Answers questions regarding patient appointments and testing, provides guidance to patient and/or referring physician's office on details related the appointment and required information, and relays pertinent information regarding the appointment to clinical staff.
- Verify necessary patient information, ensuring all information is accurately added to patient record.
- Organizes and efficiently manages physician and faxed referrals.
- Answers, evaluates and routes incoming calls appropriately and timely.
- Schedules accurate appointments utilizing encounter codes and team scheduling appropriately.
- Responds to general public, providing general clinic information.

### What You Will Need:

#### Qualifications and Education Requirements

Minimum high school diploma or GED required. Three years of administrative office experienced, ideally in a clinic setting, is preferred. Knowledge of medical terminology is required. Excellent computer and customer service skills are required. Knowledge and skills with switchboard and communication procedures. Ability to speak clearly and concisely with a pleasant telephone voice and



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excellent customer service. Experience and knowledge of NextGen electronic practice management and electronic health records system preferred.

Interested in joining our team? Please visit our [Careers portal](#) and create an account to submit your resume and information. If you have any questions, please contact [hr@ciocenter.com](mailto:hr@ciocenter.com).